



Job Description

Operations Support Specialist

About JobTrain

Located on the Menlo Park/East Palo Alto border, JobTrain is an accredited, private non-profit job-training school, which offers an array of career training programs and supportive services for adults and out-of-school youth to help lead them to sustainable, stable careers. We serve individuals who have overcome significant academic, career and personal challenges to be successful in school and work.

About the Position

The Operations Support Specialist is a full-time position at JobTrain. JobTrain seeks individuals, who understand the dynamics of non-profit organizations, and have a commitment towards empowering the unemployed, the working poor, and the underserved populations. The primary responsibilities of the Operations Support Specialist will consist of helping to manage daily operations of the Resource Center, interacting and assisting Resource Center customers, conducting initial JobTrain registrations, and supporting other Resource Center staff in a variety of different capacities.

Duties and Responsibilities

- Develop working knowledge of JobTrain's registration and enrollment process.
- Greet job Seekers, explain Resource Center services, and assist with their job search.
- Register interested individuals for training programs.
- Assist with JobTrain's Friday Orientations (copy documents, take student pictures).
- Work with Resource Center staff on special assignments, such as updating training flyers, assist with preparing for recruitment activities and special events.
- Assist with the administration of special contracts - ETP and U.S. Census.
- Maintain information display racks – in the Resource Center and the front lobby.
- Schedule, arrange, and attend employer recruitment events; may include evening and weekends.
- Arrange and attend partner meetings.
- Develop and maintain strong employer relationships.
- Promote the use of JobTrain's programs and services.
- Update and produce monthly workshop calendar.
- Maintain appearance of the Resource Center - post job openings, replenish and update course descriptions, and other informational bulletin boards.
- Learn and utilize JobTrain's Salesforce database; convert leads into contacts.
- Return phone calls and respond to emails.
- Deliver customer service with professionalism and the utmost courtesy.
- Other related duties as required by the Resource Center management.

Work Schedule

A regular schedule will be discussed and mutually agreed upon.

Qualifications

Education and Experience: The minimum qualifications for education and experience can be met in the following way: Graduation from high school or GED; AND Two years of clerical support experience.

Knowledge of:

- Strong English language skills.
- Excellent customer service.
- Knowledge and use of standard office equipment (fax machine, copies, scanners).
- Solid computer skills and Microsoft Office Suite expertise.

An equivalent combination of education and experience may be substituted for the above.

Compensation

JobTrain offers a competitive salary and benefits package.

JobTrain is an equal opportunity employer.